# Section 6: Operator Services And Directory Assistance

## OS-1 Speed to Answer Performance/Average Speed to Answer – Toll

### Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

### Exclusions

None

### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

### Calculation

**Speed to Answer Performance/Average Speed to Answer – Toll** = a ÷ b

- a = Total queue time
- b = Total calls answered

**Note** Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment

### Report Structure

- Reported for the aggregate of BellSouth and CLEC's
- State

### Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# OS-2 Speed to Answer Performance/Percent Answered with "X" Seconds – Toll

## Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables. To convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates

## Report Structure

- Reported for the aggregate of BellSouth and CLECs

State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# DA-1 Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

## Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

**Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)** = a ÷ b

- a = Total queue time
- b = Total calls answered

**Note**: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment

## Report Structure

- Reported for the aggregate of BellSouth and CLEC's
- State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)

## Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

## Exclusions

None.

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

## Report Structure

- Reported for the aggregate of BellSouth and CLEC's

State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

Section [illegible] Database Update Information

# D-1: Average Database Update Interval

## Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings. For E-911, see Section 8.

## Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services

## Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system.

**For BellSouth Results:**

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

**Other Clarifications and Qualification:**

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

## Calculation

**Update Interval** = (a - b)

- a = Completion Date & Time of Database Update
- b = Submission Date and Time of Database Change

**Average Update Interval** = (c ÷ d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

## Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

| Relating to CLEC Experience | Relating to BellSouth Performance |
|---|---|
| • Database File Submission Time<br>• Database File Update Completion Time<br>• CLEC Number of Submissions<br>• Total Number of Updates | • Database File Submission Time<br>• Database File Update Completion Time<br>• BellSouth Number of Submissions<br>• Total Number of Updates |

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Database Type<br>• LIDB<br>• Directory Listings<br>• Directory Assistance | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# D-2: Percent Database Update Accuracy

## Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB), Directory Assistance, and Directory Listings using a statistically valid sample of LSRs/Orders in a manual review. This manual review is not conducted on BellSouth Retail Orders

## Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services

## Business Rules

For each update completed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (order) submitted by the CLEC. Each database ( LIDB, Directory Assistance, and Directory Listings) should be separately tracked and reported.

A statistically valid sample of CLEC Orders are pulled each month. The sample will be used to test the accuracy of the database update process. This is a manual process.

## Calculation

**Percent Update Accuracy** = (a ÷ b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

## Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)

## Data Retained

| Relating to CLEC Experience | Relating to BellSouth Performance |
|---|---|
| • Report Month<br>• CLEC Order Number (so_nbr) and PON (PON)<br>• Local Service Request (LSR)<br>• Order Submission Date<br>• Number of Orders Reviewed<br><br>**Note**: Code in parentheses is the corresponding header found in the raw data file. | • Not Applicable |

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Database Type:<br>• LIDB<br>• Directory Database<br>• Directory Listings | • 95% Accurate |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

## Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded in end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date ~~when facilities are in place~~unless facilities are not in place because of CLEC reasons. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure, BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

## Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date
- Expedite requests

## Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), ~~whichever is longer~~if the CLEC causes the date to be longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The Total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration -Dispatch In database.

## Calculation

**Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date** = (a ÷ b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)

## Data Retained

| Relating to CLEC Experience | Relating to BellSouth Experience |
|---|---|
| • Company Name<br>• Company Code<br>• NPA/NXX<br>• LERG Effective Date<br>• Loaded Date | • Not Applicable |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|

| | |
|---|---|
| • Geographic Scope<br>– Region | • 100% by LERG Effective Date |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

Section [illegible]: E911

# E-1: Timeliness

## Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Timeliness** = (a ÷ b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report month
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# E-2: Accuracy

## Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Accuracy** = (a ÷ b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report month
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# E-3: Mean Interval

## Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Interval** = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

**E911 Mean Interval** = (c ÷ d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report month
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | • Parity by Design |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

Section 6 Trunk Group Performance

# TGP-1: Trunk Group Performance-Aggregate

## Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

## Exclusions

- Trunk groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

## Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

**Monthly Average Blocking**:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

**Aggregate Monthly Blocking**:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

**Trunk Categorization**:

This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

**CLEC Affecting Categories**:

| | Point A | Point B |
|---|---|---|
| Category 1 | BellSouth End Office | BellSouth Access Tandem |
| Category 3 | BellSouth End Office | CLEC Switch |
| Category 4 | BellSouth Local Tandem | CLEC Switch |
| Category 5 | BellSouth Access Tandem | CLEC Switch |
| Category 10 | BellSouth End Office | BellSouth Local Tandem |
| Category 16 | BellSouth Tandem | BellSouth Tandem |

**BellSouth Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| ? | | |
| Category 1 | BellSouth End Office | BellSouth Access Tandem |
| Category 9 | BellSouth End Office | BellSouth End Office |
| Category 10 | BellSouth End Office | BellSouth Local Tandem |
| Category 16 | BellSouth Tandem | BellSouth Tandem |

## Calculation

**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

## Report Structure

- CLEC Aggregate
- BellSouth Aggregate

State

## Data Retained

| Relating to CLEC Experience | Relating to BellSouth Performance |
|---|---|
| • Report Month<br>• Total Trunk Groups<br>• Number of Trunk Groups by CLEC<br>• Hourly Blocking Per Trunk Group<br>• Hourly Usage Per Trunk Group<br>• Hourly Call Attempts Per Trunk Group | • Report Month<br>• Total Trunk Groups<br>• Aggregate Hourly Blocking Per Trunk Group<br>• Hourly Usage Per Trunk Group<br>• Hourly Call Attempts Per Trunk Group |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark: |
|---|---|
| • CLEC aggregate<br>• BellSouth aggregate | • Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth??? |

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59 ## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| Yes | Tier I | |
| | Tier II | X |
| | Tier III | X |

60 ## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark: |
|---|---|
| • CLEC aggregate<br>• BellSouth aggregate | • Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10 (where applicable),16 for CLECs and 1,-9, 10 (where applicable), and 16 for BellSouth |

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# TGP-2: Trunk Group Performance-CLEC Specific

## Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

## Exclusions

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

## Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

**Monthly Average Blocking**:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

**Aggregate Monthly Blocking**:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

**Trunk Categorization**:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

**CLEC Affecting Categories**:

| | Point A | Point B |
|---|---|---|
| Category 1 | BellSouth End Office | BellSouth Access Tandem |
| Category 3 | BellSouth End Office | CLEC Switch |
| Category 4 | BellSouth Local Tandem | CLEC Switch |
| Category 5 | BellSouth Access Tandem | CLEC Switch |
| Category 10 | BellSouth End Office | BellSouth Local Tandem |
| Category 16 | BellSouth Tandem | BellSouth Tandem |

***BellSouth* Affecting Categories**:

| | Point A | Point B |
|---|---|---|
| Category 1 | BellSouth End Office | BellSouth Access Tandem |
| Category 9 | BellSouth End Office | BellSouth End Office |
| Category 10 | BellSouth End Office | BellSouth Local Tandem |
| Category 16 | BellSouth Tandem | BellSouth Tandem |

## Calculation

**Monthly Average Blocking**:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking**:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

## Report Structure

- CLEC Specific
  State

## Data Retained

| Relating to CLEC Experience | Relating to BellSouth Performance |
|---|---|
| • Report Month<br>• Total Trunk Groups<br>• Number of Trunk Groups by CLEC<br>• Hourly Blocking Per Trunk Group<br>• Hourly Usage Per Trunk Group<br>• Hourly Call Attempts Per Trunk Group | • Report Month<br>• Total Trunk Groups<br>• Aggregate Hourly Blocking Per Trunk Group<br>• Hourly Usage Per Trunk Group<br>• Hourly Call Attempts Per Trunk Group |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • CLEC trunk group | • Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth??? |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| Yes | Tier I | X |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark: |
|---|---|
| • CLEC trunk group<br>• BellSouth trunk group | • Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth |

# C-1: Collocation Average Response Time

## Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within 10 calendar days after having received a bona fide application for physical collocation, BellSouth must respond as to whether space is available or not.

## Exclusions

Any application canceled by the CLEC.

## Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

## Calculation

**Response Time** = (a - b)

- a = Request Response Date
- b = Request Submission Date

**Average Response Time** = (c ÷ d)

- c = Sum of all Response Times
- d = Count of Responses Returned within Reporting Period

## Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

## Data Retained

- Report Period
- Aggregate Data

## SQM Disaggregation - Analog/Benchmark

| Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • State<br>• Virtual-~~Initial~~<br>• ~~Virtual-Augment~~<br>• Physical Caged-~~Initial~~<br>• ~~Physical Caged-Augment~~<br>• Physical Cageless-~~Initial~~<br>• ~~Physical Cageless-Augment~~ | • Virtual - 210 Calendar Days<br>• Physical Caged - 320 Calendar Days<br>• Physical Cageless - 320 Calendar Days |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# C-2: Collocation Average Arrangement Time

## Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC.

## Exclusions

- Any Bona Fide firm order canceled by the CLEC
- Any Bona Fide firm order with a CLEC-negotiated interval longer than the benchmark interval

## Business Rules

For all collocation arrangements, ~~T~~the clock starts on the date that BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

For augmentations to existing collocation arrangements, the clock starts on the received date of the application. The clock stops on the date BellSouth completes the collocation arrangement and notifies the CLEC.

Augments that do not fall into simple, minor, or intermediate categories will be included in the appropriate collocation measurement.

## Calculation

**Arrangement Time** = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

**Average Arrangement Time** = (c ÷ d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period

## Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

## Data Retained

- Report Period
- Aggregate Data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • State<br>• Virtual Initial<br>• ~~Virtual Augment~~<br>• Physical Caged-Initial<br>• ~~Physical Caged Augment~~<br>• Physical Cageless-Initial<br>• ~~Physical Cageless-Augment~~<br>• Simple Augments<br>• Minor Augments<br>• Intermediate Augments | • Virtual - 50 Calendar Days (Ordinary)<br>• Virtual - 75 Calendar Days (Extraordinary)<br>• Physical Caged - 90 Calendar Days<br>• Physical Cageless - 60 Calendar Days (Ordinary)<br>• Physical Cageless - 90 Calendar Days (Extraordinary)<br>• Simple Augment – 20 Calendar Days<br>• Minor Augment – 45 Calendar Days<br>• Intermediate Augment – 60 Calendar Days |

## SEEM Measure

| SEEM Measure |
|---|

| | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark: |
|---|---|
| • Not Applicable | • Not Applicable |

# C-3: Collocation Percent of Due Dates Missed

## Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements.

## Exclusions

Any Bona Fide firm order canceled by the CLEC.

## Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Augments that do not fall into simple, minor, or intermediate categories will be included in the appropriate collocation measurement.

## Calculation

**% of Due Dates Missed** = (a ÷ b) X 100

- a = Number of Completed Orders that were not completed within BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

## Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

## Data Retained

- Report period
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • State<br>• Virtual-Initial<br>• ~~Virtual-Augment~~<br>• Physical Caged-Initial<br>• ~~Physical Caged-Augment~~<br>• Physical Cageless-Initial<br>• ~~Physical Cageless-Augment~~<br>• Augments | • ≥ 95% on time |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| Yes | Tier I | X |
| | Tier II | X |
| | Tier III | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • All Collocation Arrangements | • ≥ 95% on time. |

# CM-1 Timeliness of Change Management Notices

## Definition

Measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

## Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

## Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features

## Calculation

**Timeliness of Change Management Notices** = (a ÷ b) X 100

- a = Total number of Change Management Notifications Sent Within Required Time frames
- b = Total Number of Change Management Notifications Sent

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark: |
|---|---|
| • Region | • 95% ≥ 30 days of Release |

## SEEM Measure

| SEEM Measure |
|---|

| | | |
|---|---|---|
| Yes | Tier I | |
| | Tier II | X |
| | Tier III | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Region | • 95% ≥ 30 days of Release |

# CM-2: Change Management Notice Average Delay Days

## Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

## Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

## Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

## Calculation

**Change Management Notice Delay Days** = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

**Change Management Notice Average Delay Days** = (c ÷ d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation: | SQM Analog/Benchmark: |
|---|---|
| • Region | • ≤ 85 Calendar Days |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# CM-3 Timeliness of Documents Associated with Change

## Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

## Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

## Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

## Calculation

**Timeliness of Documents Associated with Change** = (a – b) X 100

- a = Change Management Documentation Sent Within Required Time frames after Notices
- b = Total Number of Change Management Documentation Sent

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | • 95% ≥ ~~30 days if new features coding is required~~on time<br>~~95% ≥ 5 days for documentation defects, corrections or clarifications~~ |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| Yes | Tier I | |
| | Tier II | X |
| | Tier III | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Region | • 95% ≥ 30 days of the change |

# CM-4: Change Management Documentation Average Delay Days

## Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

## Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

## Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

## Calculation

**Change Management Documentation Delay Days** = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

**Change Management Documentation Average Delay Days** = (c ÷ d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | • ≤ 85 Calendar Days |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |

# CM-5. Notification of CLEC Interface Outages

## Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

## Exclusions

None.

## Business Rules

This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process Documentation. *BellSouth has 15 minutes to notify the CLEC via email, once the Help Desk has verified the existence of an outage.* An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported error in LENS.
2. BellSouth finds an error message within the TAG error log that identically matches a CLEC reported outage.
3. When 3 or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

Note: The 15 minute clock begins once a CLEC reported or a BellSouth detected outage has lasted for 20 minutes and has been verified.

This ~~measure is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place~~. ~~This~~ metric will be expressed as a percentage.

## Calculation

**Notification of CLEC Interface Outages** = (a ÷ b) X 100

- a = Number of Interface Outages where CLECS are notified within 15 minutes
- b = Total Number of Interface Outages

## Report Structure

- CLEC Aggregate

## Data Retained

| Relating to CLEC Experience | Relating to BellSouth Performance |
|---|---|
| • Number of Interface Outages<br>• Number of Notifications 15 minutes | • Not Applicable |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • By interface type for all interfaces accessed by CLECs | • 97% in 15 Minutes |

| Interface | Applicable to |
|---|---|
| EDI | CLEC |
| CSOTS | CLEC |
| LENS | CLEC |

| | |
|---|---|
| TAG | CLEC |
| ECTA | CLEC |
| TAFI | CLEC/BellSouth |

## SEEM Measure

| SEEM Measure | | |
|---|---|---|
| No | Tier I | |
| | Tier II | |
| | Tier III | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | • Not Applicable |